July 23, 2004

Direct Loan

COD News

COD Batch Processing Suspension And Web Site Outages July 23-24, 2004 (07/15/04)
As explained in an Electronic Announcement posted to the IFAP web site at
http://www.ifap.ed.gov/eannouncements/0714AddlCODSysImp0405.html, COD plans to
implement additional COD System functionality during the weekend of July 23-24, 2004. These
system changes will support the processing of Pell Grants and Direct Loans for the 2004-2005
Award Year. Refer to the announcement for a description of the system changes.

In order to install the system changes that will enhance the COD System—

> ➢ COD will suspend batch processing beginning at 8:00 P.M. (ET) on
> Friday, July 23, 2004. Records submitted after 8:00 P.M. (ET) will be held and
> processed after 5:30 A.M. (ET) on Saturday, July 24, 2004.

> ➢ The COD web site will be unavailable from 8:00 P.M. (ET) on Friday, July 23, 2004
> through 9:15 A.M. (ET) on Saturday, July 24, 2004.

The Grant Administration and Payment System (GAPS) will be available during the
July 23-24, 2004 period, and schools may continue to request funds. The suspension of COD
batch processing will not impact the regularly scheduled processing of funds requests.

Additionally—

> ➢ The Direct Loan Electronic Master Promissory Note (MPN) web application,
> http://dlenote.ed.gov, will be unavailable from 8:00 P.M. (ET) on Friday, July 23, 2004
> through 9:15 A.M. (ET) on Saturday, July 24, 2004. Individuals starting the process by
> 7:00 P.M. (ET) on Friday, July 23, 2004 will be able to complete their MPNs before the
> web site becomes unavailable. Individuals attempting to access the web site after the
> cutoff time will see a web site maintenance message and will not be able to start the
> process or retrieve an existing MPN.

> ➢ As a reminder, the Direct Loan Electronic MPN web site is unavailable every Sunday
> morning from 5:00 A.M. until 11:00 A.M. (ET) and every Monday morning from 12:00
> A.M. until 7:00 A.M. (ET) while routine maintenance is performed. During these
> periods, borrowers are not able to complete a new MPN electronically or retrieve an
> existing MPN that was completed electronically.

> ➢ If you have any questions about Direct Loan Electronic MPN web site availability, refer
> to the "Contact Us" feature on the web site's upper menu bar.

COD apologizes for any inconvenience the batch processing suspension and web site outages
may cause and appreciates your understanding and patience while COD completes this important
activity.

COD Processing Update

Record Submission Due Date For 2002-2003 Closeout [06/25/04 (Updated 07/23/04)]
COD would like to remind schools that the closeout processing deadline for the 2002-2003 Direct
Loan Program Year is **July 30, 2004**--only 7 days away!

To meet the closeout deadline, all records must be submitted to COD no later than 8:00 P.M. (ET)
on Friday, July 30, 2004. (Note: all submitted records subsequently must be accepted by COD in
order to be included in your school's final Ending Cash Balance for 2002-2003.)

To be considered successfully closed out, schools must have an Ending Cash Balance of $0 and
Total Net Unbooked Disbursements of $0, as reflected on the School Account Statement (SAS)
Report.

For more detailed information about closeout, also refer to:
  ➢ DLB-04-15 (http://www.ifap.ed.gov/dlbulletins/DLB0415.html/),
  ➢ DLB-04-18 (http://www.ifap.ed.gov/dlbulletins/DLB0418.html/),
  ➢ DLB 04-19 (http://www.ifap.ed.gov/dlbulletins/DLB0419.html/), and
  ➢ DLB 04-21 (http://www.ifap.ed.gov/dlbulletins/DLB0421.html/).

August 2004 Software Developers Conference (07/23/04)
As a reminder, the 2004 Software Developers Conference will be held August 19, 2004 and
August 20, 2004, in Arlington, VA. The conference registration deadline is August 4, 2004.

The Software Developers Conference is targeted at mainframe institutions, third party servicers,
and software developers and providers. This conference will provide the latest information
available about changes and updates to our Federal student aid application and delivery services.
Attendees will also have an opportunity to provide feedback on future service enhancements.

Further information regarding conference registration and hotel reservations is available on the
IFAP web site at http://www.ifap.ed.gov/eannouncements/0629SoftwareDevelopersConf.html/.

Availability of Direct Loan (DL) Tools for Windows, Release 4.0 (07/19/04)
The Department is pleased to announce the availability of DL Tools for Windows, Release 4.0, a
supplemental software product for Direct Loan participants. The software is available for
download from the Department's Federal Student Aid Download (FSA download) web site at
http://www.fsadownload.ed.gov/index.htm/.

Additionally, the 2004-2005 COD Technical Reference July 2004 updates are available on the
FSA download web site at http://www.fsadownload.ed.gov/CODTechRef0405.htm/ and on the
IFAP web site at http://www.ifap.ed.gov/cod/0405CODTechRefDraft.html/. These updates are
associated with the addition of "Volume VI: Direct Loan Tools" to the technical reference. This
volume provides record layouts, report mock-ups, and other information for Direct Loan schools
using the Department's DL Tools for Windows, Release 4.0 software.

If you have any questions about DL Tools for Windows or Volume VI of the 2004-2005 COD
Technical Reference, contact CPS/SAIG Technical Support at 800/330-5947 or via e-mail at
CPSSAIG@pearson.com.

COD Processing Update

If you have any questions about other volumes of the 2004-2005 COD Technical Reference, contact the COD School Relations Center.

DLOS SAIG Mailbox Deactivation On August 14, 2004 (07/16/04)
Schools submit Direct Loan data for processing by sending files to the COD System via COD SAIG mailbox TG71900. As a result, the DLOS SAIG mailboxes TG50005, TG50007, and TG50009 to which Direct Loan data was sent in the past are no longer needed, and will be permanently deactivated on August 14, 2004. Details regarding the deactivation of the DLOS SAIG mailboxes and the specific message classes affected is posted on the IFAP web site at http://www.ifap.ed.gov/eannouncements/0714RFMSDLOSSAIG.html.

Resolved Issues

Funded Disbursement, Pending Disbursement, and SSN-Name-Date Of Birth Change Report Issues During March 2004 And May 15, 2004 Through June 3, 2004 [06/08/04 (07/15/04)]
Previously, COD identified the following issues with the Funded Disbursement List report:

1. The Funded Disbursement List report is sent each day to Pushed Cash schools via their SAIG mailboxes when an actual disbursement or adjustment (DRI=T) is submitted. However, some Pushed Cash schools reported sporadically not receiving a Funded Disbursement List Report in their SAIG mailboxes and/or via the COD web site during March 2004.

2. From May 15, 2004 through June 3, 2004 the Funded Disbursement List, Pending Disbursement List, and SSN-Name-Date of Birth Change reports were not sent to some schools' SAIG mailboxes.

   For both issues 1 and 2 listed above, COD has sent all affected reports to the school's SAIG mailboxes. Additionally, the reports were placed on the COD web site.

COD Web Site Reports Intermittently Unavailable [07/13/04 (Updated 07/14/04)]
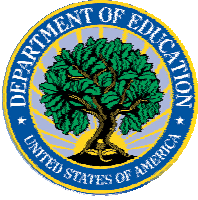Previously, COD web site users may have experienced intermittent problems bringing up reports on the web site. COD believes this issue is now resolved and users are no longer experiencing this problem.

Prior Award Year Promissory Notes Not In COD [03/23/04 (Updated 07/14/04)]
When performing system reconciliation of the COD System, the Direct Loan Imaging System, and the Direct Loan Servicing System (DLSS), COD previously found that approximately 4,000 promissory notes were not migrated into the COD System. At this time, the cleanup has been completed, and the remaining promissory notes have been transferred to the COD System.

Electronic Master Promissory Note (eMPN) Web Site Issue (07/12/04)
Previously, some borrowers were being timed out while completing a Master Promissory Note on the eMPN web site. The COD development team has resolved this issue.

Current Issues

30-Day Warning Report Issue [06/08/04 (Updated 07/22/04)]
On July 7, 2004 and July 8, 2004, the 30-Day Warning report was sent to schools' SAIG mailboxes. However, the reports did not contain any information for the applicable award year.

Previously, COD informed schools that the affected reports were corrected and resent to their SAIG mailboxes. However, after further research COD has determined that these reports were not released. COD plans to resend these reports to schools' SAIG mailboxes and will notify schools when this is done. In the meantime, schools can view the report on the COD web site.

Loans With Pending First Disbursement Failing To Book [03/23/04 (Updated 07/22/04)]
COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2nd, 3rd, 4th, or 5th disbursement, the award is failing to book. As a result, a booked date does not appear in COD, a booking notification is not generated, and the award is not being passed on to the Direct Loan Servicing System.

COD has determined the cause of this issue and implemented a code fix for Direct Loan Subsidized/Unsubsidized awards. However, COD continues to research a code fix for the Direct Loan PLUS awards affected by this issue. Updates will be provided as more information becomes available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 07/21/2004)]
Previously, COD notified schools of two issues that affect the SAS report. The issues are described below. Note that these issues are not affecting every school, so review your SAS carefully.

➢ In the past, several schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. On May 11, 2004, COD migrated a code fix that resolved this issue moving forward. Once analysis of existing issues is complete, a cleanup will be performed to correct the affected transactions.

➢ In some cases, the booked date was not listed for a disbursement when the loan booked date was populated. This resulted in disbursement transactions appearing as unbooked when they are really booked.

The COD 3.0 release included a code change that corrected this issue for 2002-2003 SAS reports. However, subsequent analysis has shown this issue is affecting SAS reports for the 2003-2004 Award Year. COD is researching a fix for this issue and will provide further updates as more information becomes available.

COD understands that these issues may impact your ability to use the SAS; however, you still need to use this report to the best of your ability for reconciliation and substantiation. If you have any questions about your SAS report or reconciliation, contact the COD School Relations Center.

Funded Disbursement List Issues [06/08/04 (Updated 07/21/04)]
COD has identified the following issues with the Funded Disbursement List report:

1. Since the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004, the Funded Disbursement List no longer appears on the COD web site for Advance Funded schools. This functionality is being evaluated at this time. In the meantime, Advance Funded schools can refer to the Student Account Statement (SAS) report for information on disbursements that have been funded.

2. On July 1, 2004, July 2, 2004, and July 9, 2004, the Funded Disbursement List was not sent to Pushed Cash schools' SAIG mailboxes. On July 19, 2004 the Funded Disbursement list for July 9, 2004 was sent to Pushed Cash schools' SAIG mailboxes. COD is planning to release the Funded Disbursement List for July 1, 2004 and July 2, 2004 to Pushed Cash schools. Updates will be provided once more information becomes available.

3. From July 7, 2004 through July 9, 2004 and July 16, 2004, the Funded Disbursement List was not placed on the COD web site for Pushed Cash schools to view. However, these reports were sent to schools' SAIG mailboxes. COD is planning to place these reports on the web for Pushed Cash schools and will continue to provide updates as more information becomes available.

4. On July 7, 2004 and July 8, 2004, the Funded Disbursement List report was sent to schools' SAIG mailboxes. However, the report was blank and did not contain any information for the applicable award year. COD has sent a corrected Funded Disbursement List report to Pushed Cash schools.

Pending Disbursement List Issues [06/08/04 (Updated 07/16/04)]
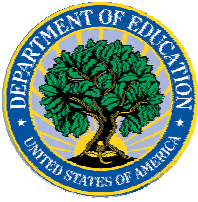COD has identified the following issues with the Pending Disbursement list:

1. From July 7, 2004 and July 8, 2004, the Pending Disbursement List was sent to schools' SAIG mailboxes. However, the report was blank and did not contain any information for the applicable award year. COD is planning to send a correct Pending Disbursement List to schools and will continue to provide updates as more information becomes available.

2. On July 10, 2004, the Pending Disbursement List report was not placed on the COD web site for schools to view. COD is researching the cause of this issue and will provide more information as it becomes available.

Duplicate Student Borrower Report Issues [06/18/04 (Updated 07/16/04)]
COD has identified the following issues with the Duplicate Student Borrower report:

1. On July 3, 2004, the Duplicate Student Borrower report was not sent to schools' SAIG mailboxes. COD is researching the cause of this issue and will provide more information as it becomes available. In the meantime, schools may view the report on the COD web site.

2. COD has identified some instances where the Duplicate Student Borrower report is sent listing student borrowers that never attended the school. COD is researching the cause of

the inaccurate data in the report, and will provide more information as it becomes available.

Inactive Loans Report Issue (07/16/04)
On July 3, 2004, the Inactive Loans report was not sent to schools' SAIG mailboxes. COD is researching the cause of this issue and will provide more information as it becomes available. In the meantime, schools may view the report on the COD web site

COD Edit 116 Not Working Correctly [01/06/04 (Updated 07/15/04)]
COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. COD is still testing the code fix for this issue and anticipate resolution by late August 2004. Updates will be provided as more information becomes available.

Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 07/02/04)]
Full Participants and Phase-In Participants had previously reported to COD that they did not receive Responses/Acknowledgements for batches submitted to the COD System between June 7, 2004 and June 15, 2004. The COD development team determined the cause of this issue and implemented a code fix to prevent it going forward.

At this time, COD is unable to identify all the batches that may have been affected by this issue. Any school that is still missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004 should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to the school's SAIG mailbox.

Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]
COD notified schools of an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well.

COD continues to research the cause of this issue and appreciates your patience. Updates will be provided as more information becomes available.

Disbursements Not Displaying On COD Web Site And/Or SAS [12/11/03 (Updated 06/28/04)]
COD has identified two issues where accepted disbursements/adjustments are being processed in COD, but are not appearing on certain COD web site screens. The issues are as follows:

➢ In some instances, disbursements/adjustments are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being

acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the Disbursement History Information screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site.

Several code fixes have been migrated to prevent this problem going forward. COD is now determining the cleanup plan for the affected records and will provide updates as more information becomes available.

➢ In some instances, disbursements/adjustments are not appearing on the Disbursement History Information screen. As a result, the disbursements/adjustments are not reflected on the school's SAS. However, the disbursements are appearing on the Batch screen and being acknowledged correctly to schools.

Currently, COD believes that this issue is affecting 2002-2003 Direct Loan records only. However, if you have other Direct Loan records or Pell Grant records affected by this issue, report the awards to the COD School Relations Center. COD is analyzing this issue and will provide updates as more information becomes available.

In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged.

Direct Loan Rebuild File [03/12/04 (Updated 06/23/04)]
As previously reported, COD is researching several issues related to incorrect data in the Direct Loan Rebuild file and put the production of the file on hold until the issues are resolved. Additionally, COD disabled the ability to request Direct Loan Rebuild files on the COD web site until further notice. COD apologizes for any inconvenience this may cause schools. COD is continuing to research the cause of the incorrect data in the file and will provide updates as more information becomes available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 06/15/2004)]
Previously, COD notified schools of two issues that affect the SAS report. The issues are described below. Note that these issues are not affecting every school, so review your SAS carefully.

➢ In the past, several schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. On May 11, 2004, COD migrated a code fix that resolved this issue moving forward. Once analysis of existing issues is complete, a cleanup will be performed to correct the affected transactions.

➢ In some cases, the booked date was not listed for a disbursement when the loan booked date was populated. This resulted in disbursement transactions appearing as unbooked when they are really booked.

The COD 3.0 release included a code change that corrected this issue. Subsequent analysis has shown no further instances of this issue.

COD understands that the remaining issue may impact your ability to use the SAS; however, you still need to use this report to the best of your ability for reconciliation and substantiation. If you have any questions about your SAS report or reconciliation, contact the COD School Relations Center.

2004-2005 Origination Records Rejecting For COD Edit 117 [05/28/04 (Updated 06/09/04)]
COD Edit 117 (Disbursement information is incomplete or rejected. Direct Loan award is not accepted) is returned to schools when a 2004-2005 Direct Loan origination record (DRI=F) is submitted with one of the following conditions:

➢ The sum of the disbursement amounts is *not* equal to the Award Amount submitted;
➢ A school that is eligible for a single disbursement submits a single disbursement less than the award amount;
➢ One or more of the disbursements on the origination are rejected; or
➢ A school that is not eligible for a single disbursement submits a single disbursement greater than, less than, or equal to the Award Amount.

COD has discovered that some 2004-2005 origination records are hitting this edit incorrectly when the sum of the disbursements *is* equal to the award amount submitted. The COD development team is researching the cause of this issue and a permanent code fix. In the meantime, schools may resubmit their records that previously rejected incorrectly for COD Edit 117. The records will be processed and a correct acknowledgment will be returned to the school.

COD Cash Activity Screen Inaccurate [02/19/04 (Updated 06/08/04)]
Previously, COD identified an issue where the COD web site's Cash Activity screen was not always displaying every drawdown that was reflected in the GAPS Activity Report. COD notified schools that this issue was resolved on April 5, 2004. However, after further research, it was determined that this issue is not resolved for all schools. COD continues to work on resolving this issue for the remaining schools affected and will provide updates as more information becomes available.

Additionally, COD previously discovered that other cash activities, such as Refunds of Cash and Disbursement Adjustments, were not displaying on the Cash Activity screen. The COD development team is working on multiple cleanups that will allow the Refunds of Cash and Disbursement Adjustments to display on the Cash Activity screen. Updates will be provided as more information becomes available.

Mixed Person Records In COD [03/02/04 (Updated 05/20/04)]
As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. COD would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

COD Processing Update

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD continues to work on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.

MPN Status Inaccurate On COD Web Site [10/30/03 (Updated 05/17/04)]
For the 2002-2003 and 2003-2004 Award Years, the COD web site is displaying an MPN Status of Active for MPNs that have expired when it should display as Inactive. Currently, COD believes this is only a display issue and does not impact data processing. Resources have focused on more critical issues. COD appreciates your patience and will provide updates as more information becomes available.

COD Issues From 2004-2005 System Implementation [03/17/04 (Updated 05/17/04)]
COD has discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004.

➢ When performing an MPN Search using only the last name, not all of the results display on the web screen. Until this issue is resolved, users are encouraged to perform an MPN search using both the first and last names.
➢ When performing an MPN Search, the Academic Year start and end dates display for multi-year MPNs. The Academic Year dates should display only for single-year MPNs.
➢ When viewing the Direct Loan Disbursement list screen, the fee field displays as a negative number instead of a positive number for records in an active status.
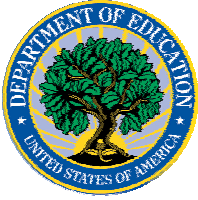
The COD development team is developing the code fix for these issues. COD will provide further details once more information is available.

Duplicate Disbursement Information In COD [05/06/04 (Updated 05/11/04)]
COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed). COD is analyzing the issue and will provide updates as they become available.

Changes To Award And Disbursement Amounts Not Processed Correctly [11/05/03 (Updated 05/06/04)]
COD had an issue where schools were attempting to reduce/zero an award with a pended or actual disbursement and while the award amounts were reduced the disbursements were still showing an amount in COD. This caused the pending disbursements to appear on the school's pended disbursement list. Additionally, schools may have had a reject for COD Edits 041 (Changed Award Amount is Less Than Total Disbursements) and 067 (Incorrect Disbursement Amount).

COD Processing Update

COD implemented a code fix in early January 2004 to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix was not working correctly. As a result, a new code fix was implemented. COD is researching a cleanup plan for the affected records. COD will provide updates as they become available.

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]
COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. COD ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.

Direct Loan Servicing And COD System Interface Issues (03/25/04)
COD transmits a daily file to the Direct Loan Servicing System (DLSS) updating DLSS with Direct Loan booking information. Sometimes, not all of the information is processed correctly due to systematic rejects and interface issues between the systems. When this occurs, COD reviews the rejects and processes them accordingly. Additionally, COD implements code fixes and cleanups of incorrect data when necessary.

In some cases, the processing of rejected records and the related code fixes can take several weeks to complete. COD understands that it causes confusion when data does not match between the systems and works to resolve any discrepancies as quickly as possible.

COD Processing Update

Pell Grants

COD News

COD Batch Processing Suspension And Web Site Outage July 23-24, 2004 (07/15/04)
As explained in an Electronic Announcement posted to the IFAP web site at
http://www.ifap.ed.gov/eannouncements/0714AddlCODSysImp0405.html, COD plans to
implement additional COD System functionality during the weekend of July 23-24, 2004. These
system changes will support the processing of Pell Grants and Direct Loans for the 2004-2005
Award Year. Refer to the announcement for a description of the system changes.

In order to install the system changes that will enhance the COD System—

 ➢ COD will suspend batch processing beginning at 8:00 P.M. (ET) on
    Friday, July 23, 2004. Records submitted after 8:00 P.M. (ET) will be held and
    processed after 5:30 A.M. (ET) on Saturday, July 24, 2004.

 ➢ The COD web site will be unavailable from 8:00 P.M. (ET) on Friday, July 23, 2004
    through 9:15 A.M. (ET) on Saturday, July 24, 2004.

The Grant Administration and Payment System (GAPS) will be available during the
July 23-24, 2004 period, and schools may continue to request funds. The suspension of COD
batch processing will not impact the regularly scheduled processing of funds requests.

COD apologizes for any inconvenience the batch processing suspension and web site outage may
cause and appreciates your understanding and patience while COD completes this important
activity.

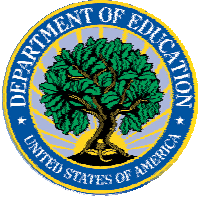**August 2004 Software Developers Conference (07/23/04)**
As a reminder, the 2004 Software Developers Conference will be held August 19, 2004 and
August 20, 2004, in Arlington, VA. The conference registration deadline is August 4, 2004.

The Software Developers Conference is targeted at mainframe institutions, third party servicers,
and software developers and providers. This conference will provide the latest information
available about changes and updates to our Federal student aid application and delivery services.
Attendees will also have an opportunity to provide feedback on future service enhancements.

Further information regarding conference registration and hotel reservations is available on the
IFAP web site at http://www.ifap.ed.gov/eannouncements/0629SoftwareDevelopersConf.html/.

RFMS SAIG Mailbox Deactivation On August 14, 2004 (07/16/04)
Schools submit Pell Grant data for processing by sending files to the COD System via COD
SAIG mailbox TG71900. As a result, the RFMS SAIG mailboxes TG54880 and TG56321 to
which Pell data was sent in the past are no longer needed, and will be permanently deactivated on
August 14, 2004. Details regarding the deactivation of the RFMS SAIG mailboxes and the
specific message classes affected is posted on the IFAP web site at
http://www.ifap.ed.gov/eannouncements/0714RFMSDLOSSAIG.html.

COD Processing Update

Resolved

COD Web Site Reports Intermittently Unavailable [07/13/04 (Updated 07/14/04)]
Previously, COD web site users may have experienced intermittent problems bringing up reports on the web site. COD believes this issue is now resolved and users are no longer experiencing this problem.

Issue Resolving COD Edit 025 [05/05/04 (Updated 07/13/04)]
In the past, schools have reported to COD that they were experiencing an issue when attempting to correct a record that rejected for COD Edit 025 (Duplicate Match On CPS). Records that reject for COD Edit 025 can only be corrected on the COD web site by selecting the correct CPS match from the provided list on the CPS Report Selection screen. Detailed instructions for resolving this edit via the COD web site are available on IFAP at:
http://www.ifap.ed.gov/eannouncements/0320UpdatedCODEdit025Proc.html.

In some instances, the COD web site was returning only one match or none at all on the CPS Report Selection screen. This prevented schools from correcting the records in COD as described above. Previously, the COD development team completed the first phase of correcting this problem by migrating the code fix to correct Direct Loan records. On July 8, 2004, COD completed the second phase of correcting this problem by migrating the final code fix to correct Pell records. The CPS Report Selection screen now displays the appropriate CPS matches.

Current Issues

Verification Status Report Issue [07/16/04 (Updated 07/21/04)]
On July 3, 2004, the Verification Status Report was not sent to schools' SAIG mailboxes. COD continues to research the cause of this issue and will provide more information as it becomes available. In the meantime, schools may view the report on the COD web site.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 07/14/04)]
COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. COD is still testing the code fix for this issue and anticipate resolution by late August 2004. Updates will be provided as more information becomes available.

Issue With Generating The Pell Grant Reconciliation Report For 2004-2005 (07/14/04)
Since July 10, 2004, the COD System has experienced an issue with generating the Pell Grant Reconciliation report for the 2004-2005 Award Year. As a result, schools that submit a data request for the Pell Grant Reconciliation report via batch or the COD web site will not receive

this report in their SAIG mailboxes. COD is researching the cause of this issue and will provide more information as it becomes available.

Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 07/02/04)]
Full Participants and Phase-In Participants had previously reported to COD that they did not receive Responses/Acknowledgements for batches submitted to the COD System between June 7, 2004 and June 15, 2004. The COD development team determined the cause of this issue and implemented a code fix to prevent it going forward.

At this time, COD is unable to identify all the batches that may have been affected by this issue. Any school that is still missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004 should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to the school's SAIG mailbox.

Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]
COD notified schools of an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well.

COD continues to research the cause of this issue and appreciates your patience. Updates will be provided as more information becomes available.

Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 06/28/04)]
COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the Disbursement History Information screen.
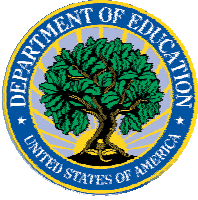
COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site.

Several code fixes have been migrated to prevent this problem going forward. COD is now determining the cleanup plan for the affected records and will provide updates as more information becomes available.

In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Mixed Person Records In COD [03/02/04 (Updated 05/20/04)]
As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by

this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. COD would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD continues to work on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.

Duplicate Disbursement Information In COD [05/06/04 (Updated 05/11/04)]
COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed). COD is analyzing the issue and will provide updates as they become available.

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]
COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. COD ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.